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## **Air Reserve Component personnel need a vPC-GR account**

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**ARPC Public Affairs**

DENVER - As Personnel Service Delivery transformation, takes hold of the personnel world, all members of the Air Reserve Component are asked to go online and create an account on the Air Reserve Personnel Center's Virtual Personnel Center-Guard Reserve portal on the ARPC Web site.

The Virtual Personnel Center-Guard Reserve portal is ARC members' access to virtual personnel service and enhances the traditional vMPF tools with which many Airmen are already familiar. This service is available 24 hours a day, seven days a week, 365 days a year. This account lets ARC personnel conduct a variety of personnel transactions from anywhere in the world with internet connections. Whether deployed, working at home station or at home, all personnel should be able to access secure personnel service.

The process is relatively simple and can help speed up many personnel actions. To create an account, go to <https://arpc.afrc.af.mil/support/newaccount.asp>.

Fill out the electronic form to include the member's social security number and date of birth. Members will also have to include a valid e-mail address and phone number. The e-mail address will be used for service delivery and password management. People who don't have an e-mail address can establish one at: <https://www.gimail.af.mil/login.asp>

Many personnel use the self-help, "Frequently Asked Questions" feature on the ARPC Web site to obtain the answers they need. This is a self-service system where Airmen search by category or keyword and find the answers they seek. If they are unable to find an answer via self-help, they can log into their account and e-mail a customer service representative. The frequency of new questions posed leads to new FAQs, as ARPC compiles data on the frequency of information seeking to keep the knowledgebase current.

On the ARPC Web site, ARC personnel can make address updates, find assignment information, learn about benefits and entitlements, or search career opportunities. The points management area helps members know how many points they have. Promotions help individuals know what they need to do to get ready for promotion boards. One of the

busiest sections is retirements. Members can find out about what they need to do to retire and what is available to them when they do. People who seek alternate career fields can go to the retraining section and find out if they are eligible and how.

These are just a few items available to the ARC. One of the most recent processes added to the VPC-G/R is the ability to get a re-issue of the 20-year letter and or a mortgage letter – both important documents for ARC Airmen. These letters are some of the most requested items from the retirement's office; now online, on request.

“Ten years ago I set up my first electronic banking account; I do everything that way now – never an error, always an audit trail, well documented – it's time now to give that to our Citizen Airmen for their personnel needs,” said Dave Aldrich , Director, Personnel Services at ARPC.

As ARPC continues to transform personnel services, ARC members will be able to do more personnel actions without ever picking up a phone or driving to their local military personnel flight. All they have to do is log onto <http://arpc.afrc.af.mil/default.asp>.

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For more information contact the Air Reserve Personnel Center Public Affairs office at 303-676-6515.